
Guidance on collection of children

Your club should develop and publicise policies about the collection of children and young people from activities. These policies should be based on the age of the children and the location, time and type of activity.

You should provide a timetable of activities at the beginning of the season. You should also notify parents/carers of any changes to this timetable in writing.

Late collection of children by parents presents clubs and coaches with a potentially difficult situation. Your club should develop written guidelines for parents; this could be included in a parents/carers code of conduct which explains your policy for dealing with late collection of children.

- 🚩 Make clear that it is not your organisation's responsibility to transport children home on behalf of parents who have been delayed
- 🚩 Include a staff/volunteer contact number and an instruction to parents/carers to phone if there is any likelihood of late collection
- 🚩 Ask parents to provide an alternative contact name and number, for staff/volunteers to use when they are not available on their usual number.
- 🚩 Seek written permission from parents/guardians if older children are allowed to leave the club/training/event on their own

In cases of late collection, staff and volunteers should:

- 🚩 Attempt to contact the child's parent or carer on their contact number
Use the alternative contact name/number if necessary
- 🚩 Wait with the child/young person at the facility, with other staff/volunteers or parents present if possible in an open environment
- 🚩 Remind parents/carers of the club policy relating to late collection.

In cases of late collection, staff and volunteers should not:

- 🚩 Take the child home or to any other location
- 🚩 Send the child home with another person without permission from a parent or carer
- 🚩 Ask the child to wait in a vehicle or facility with you alone